



Anthem Blue Cross and Blue Shield
Serving Hoosier Healthwise, Healthy Indiana
Plan and Hoosier Care Connect

Appeals 2019

**Availity Portal training —
how to start and complete
an appeal**



Important information

Important!

It is a violation of *HIPAA* regulations to share credentials to a system that contains Personally Identifiable Information (PII)/Personal Health Information (PHI). Please do not share an Availity user ID with others.

Information exchange and access

When you use the Availity Portal, results and data come from payer systems. Results can vary by payer, plan, product, member and user permissions.

Compliance

In training, screen images and demonstrations are from a demo environment containing preloaded generic, de-identified information.

Access

Your organization's Availity administrator sets up your user ID and assigns permissions.



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and Hoosier Care Connect

Important information (cont.)

Internet browser

Availity supports Google Chrome, Mozilla Firefox®, and Internet Explorer 11® or newer. Be sure to allow pop-ups from Availity and clear your temporary internet files often.

Allow pop-up windows:

- [\[apps.availity.com \]](https://apps.availity.com)
- [\[https://www.availity.com\]](https://www.availity.com)
- [\[https://availitylearning.learnupon.com\]](https://availitylearning.learnupon.com)
- Any third-party websites accessed from the Availity Portal such as a payer's website

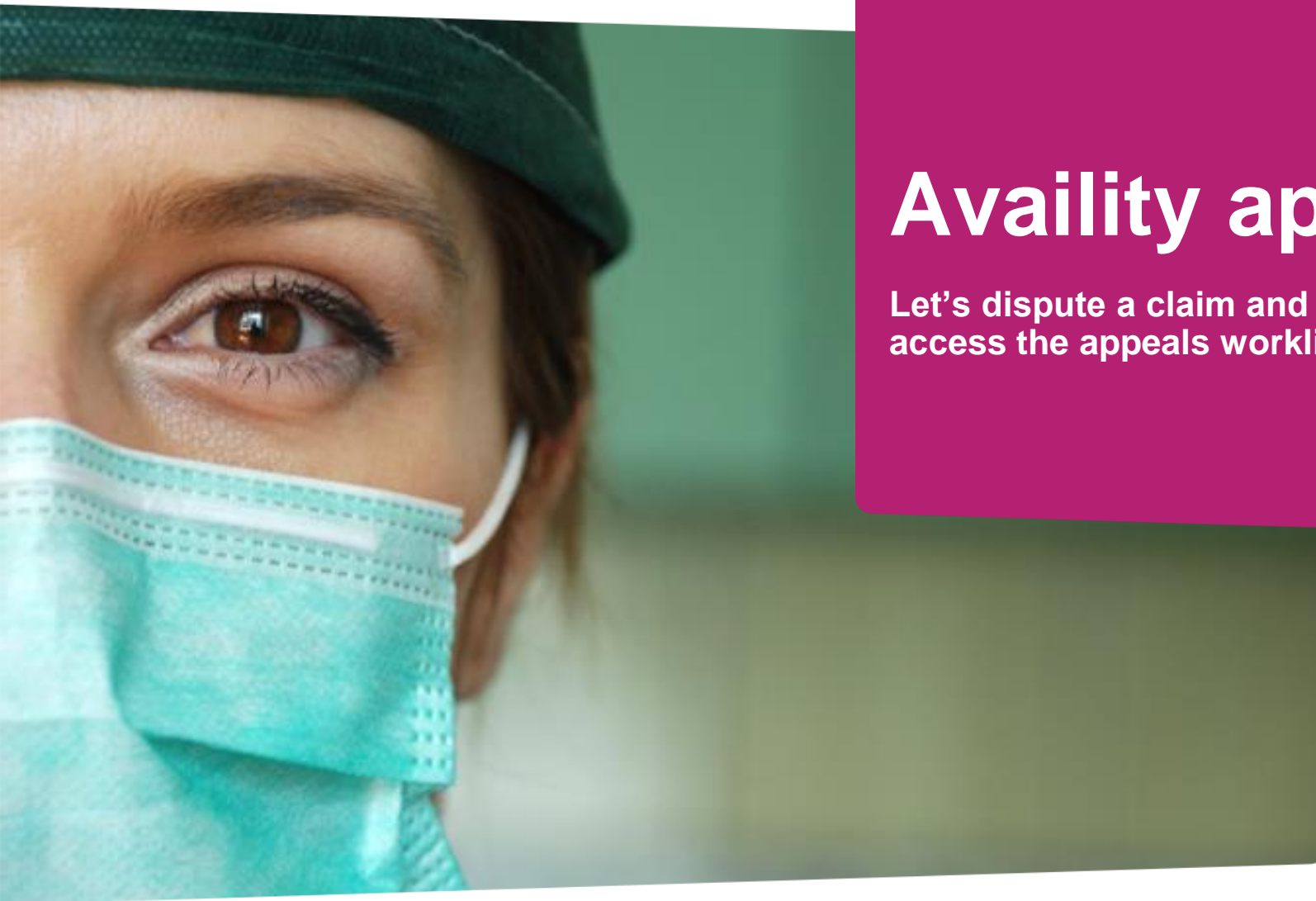
Note: Also allow JavaScript and allow images to load automatically.



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Availability appeals

Let's dispute a claim and then, we'll
access the appeals worklist.



Appeals definition

A dispute begins when a provider is dissatisfied with a payer's decision on a claim. The first step is to submit a reconsideration. The second step is to submit a claim payment appeal.

Do you have all the permissions you need?

To use the Appeals application, your organization's Availity administrator must assign the **Claim Status** role to your user account.

Contact your administrator(s) to get more or different permissions.

Highlights and insights

In My Account Dashboard, click **My Administrators** to find administrators for your business. Be sure to allow pop-ups from Availity sites.

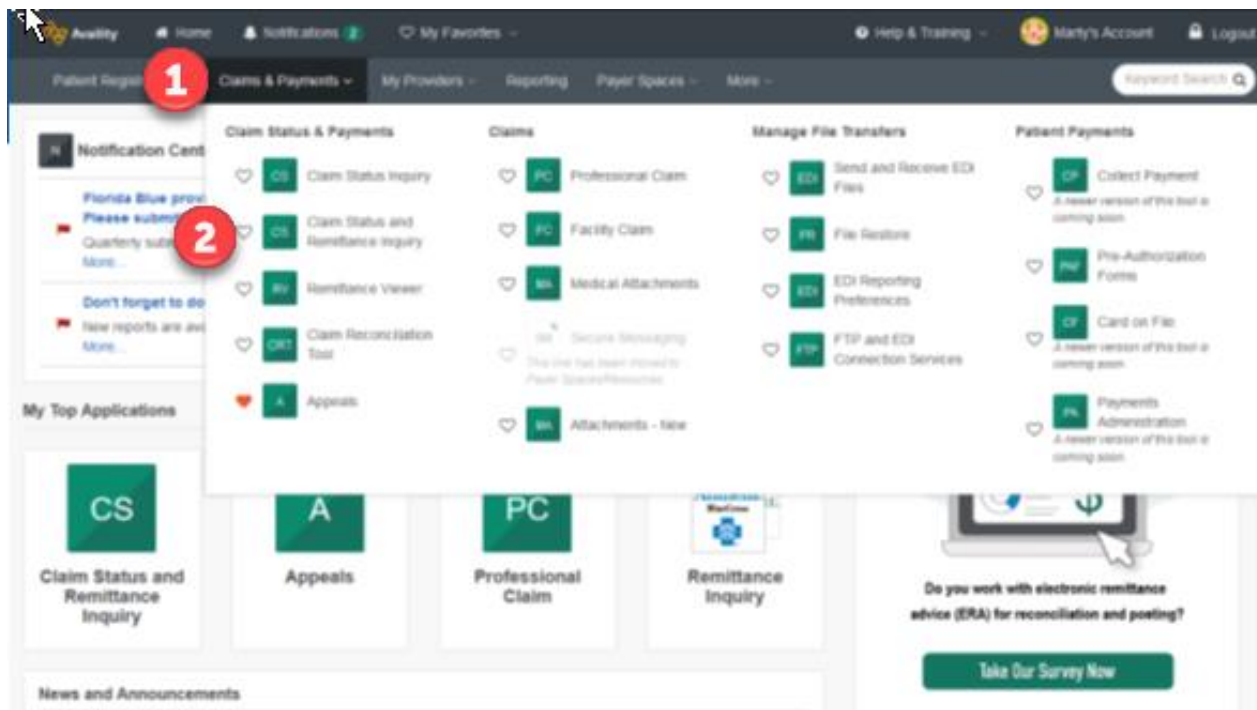


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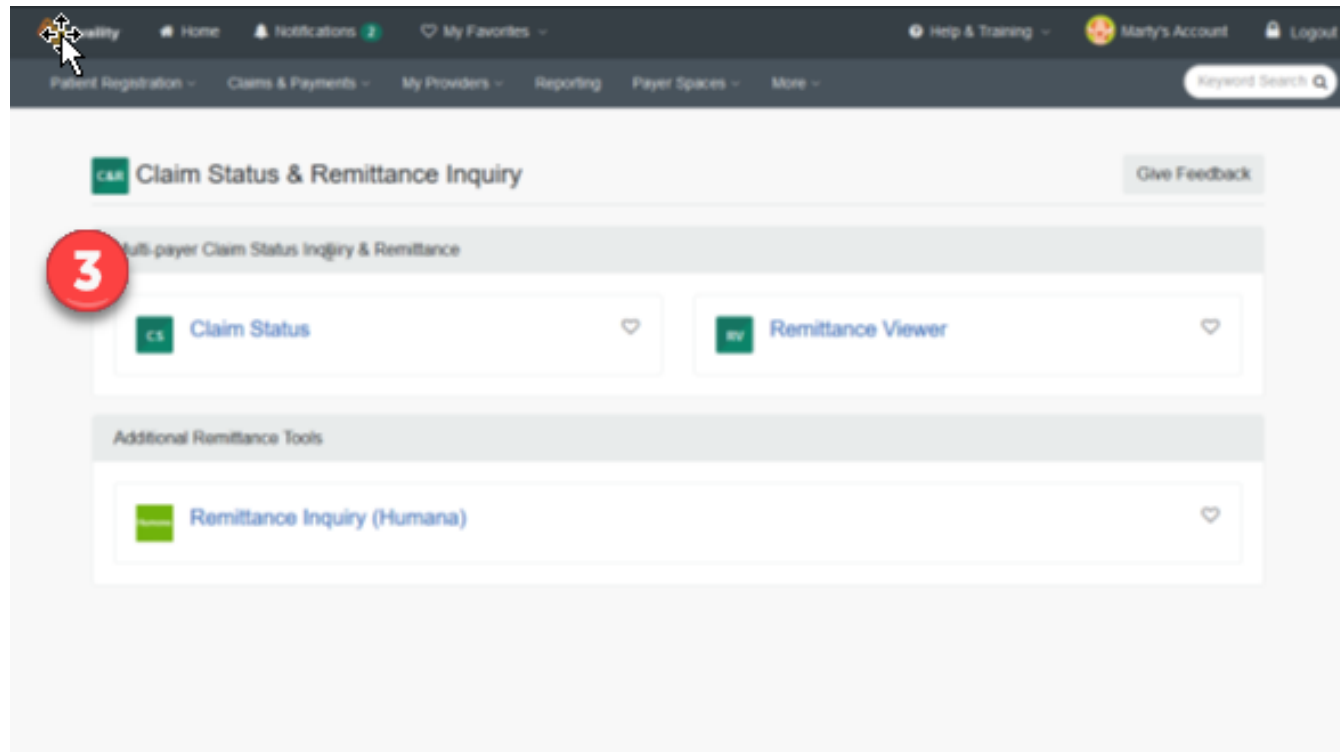
Demonstration



Demonstration



Demonstration (cont.)



Demonstration (cont.)

Availity Home Notifications My Favorites Help & Training Michelle's Account DEMOONLY Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

CS Claim Status [Give Feedback](#)

4

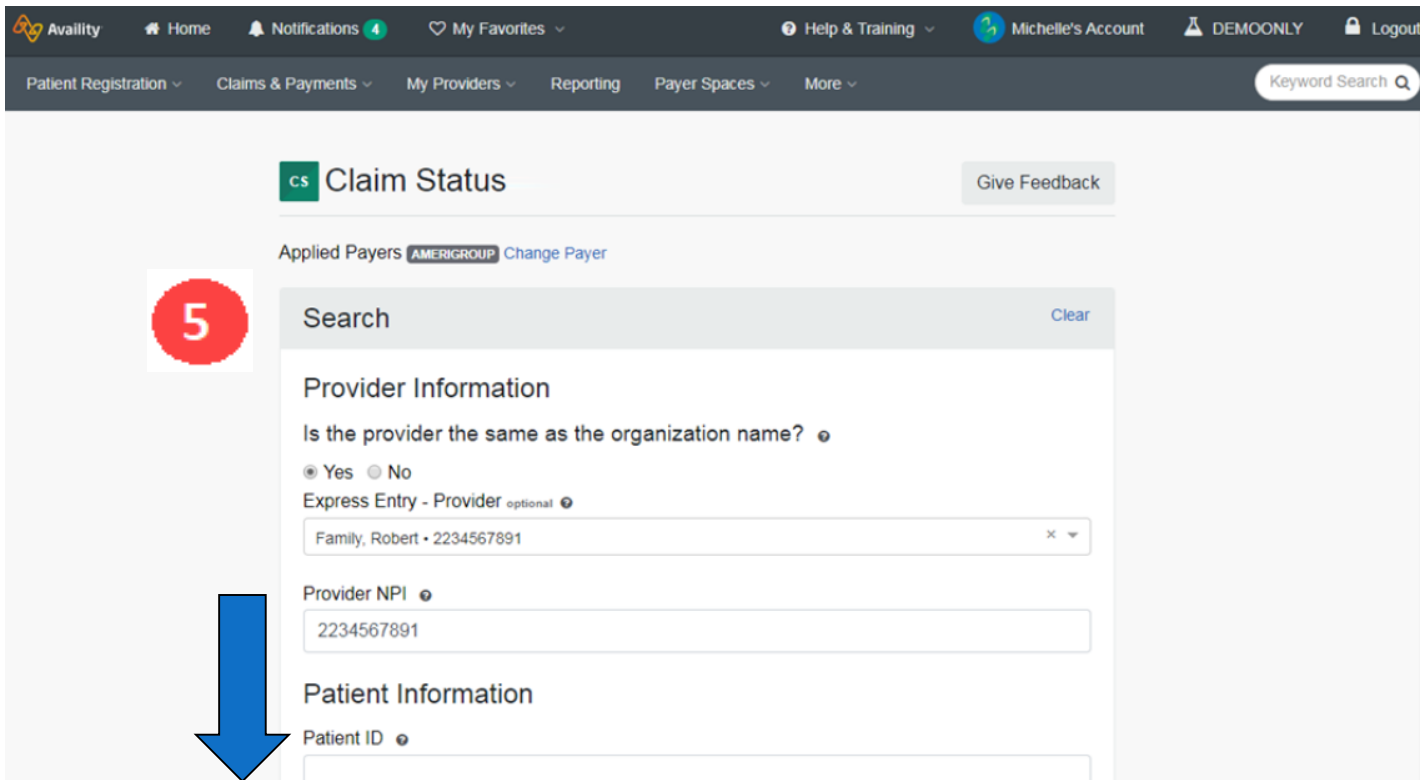
Confirm which organization and payer you would like to manage claims from.

Organization
TEST - Demo Org - Provider

Payer
AMERIGROUP

[Continue](#)

Demonstration (cont.)



The screenshot shows the Availity web application interface. The top navigation bar includes links for Home, Notifications (4), My Favorites, Help & Training, Michelle's Account, DEMOONLY, and Logout. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of the secondary navigation bar.

The main content area is titled "Claim Status" with a "Give Feedback" button. Below the title, it shows "Applied Payers" as "AMERIGROUP" with a "Change Payer" link. A red circle with the number 5 is positioned next to the "Search" bar. A blue arrow points down from the search bar area.

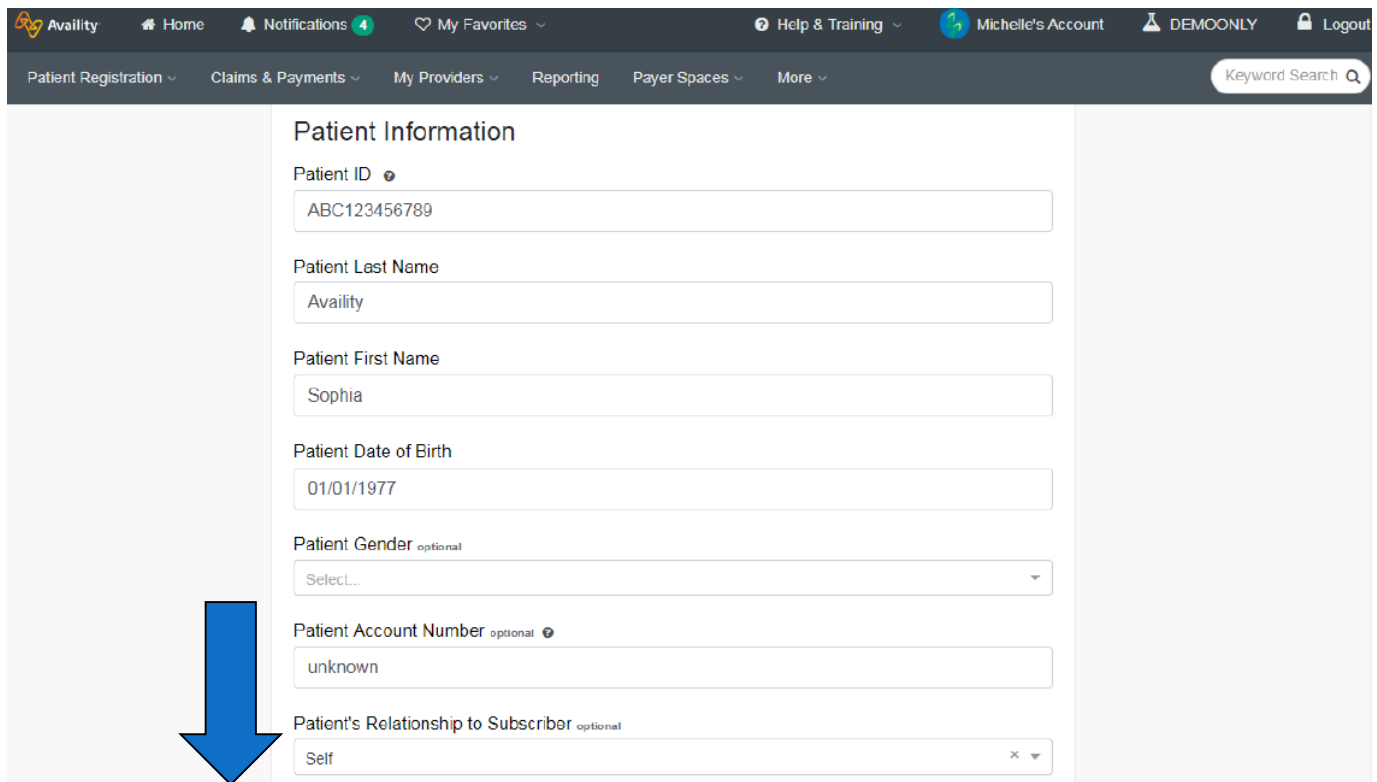
The "Search" bar is labeled "Search" and has a "Clear" button. Below the search bar, the "Provider Information" section contains the following fields:

- Is the provider the same as the organization name? ☒ Yes ☐ No
- Express Entry - Provider optional
- Provider NPI

The "Patient Information" section contains the following field:


- Patient ID

Demonstration (cont.)



The screenshot shows the Availity web interface. The top navigation bar includes the Availity logo, Home, Notifications (4), My Favorites, Help & Training, Michelle's Account, DEMOONLY, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search bar. The main content area is titled "Patient Information" and contains several fields: Patient ID (ABC123456789), Patient Last Name (Availity), Patient First Name (Sophia), Patient Date of Birth (01/01/1977), Patient Gender (optional, dropdown menu), Patient Account Number (optional, unknown), and Patient's Relationship to Subscriber (optional, dropdown menu with "Self" selected). A large blue arrow points to the "Patient's Relationship to Subscriber" field.

Patient Information

Patient ID 

ABC123456789

Patient Last Name

Availity

Patient First Name


Sophia

Patient Date of Birth

01/01/1977

Patient Gender optional

Select...

Patient Account Number optional 

unknown

Patient's Relationship to Subscriber optional

Self

Demonstration (cont.)

The screenshot displays the Availity web application interface. The top navigation bar includes links for Home, Notifications (4), My Favorites, Help & Training, Michelle's Account, DEMOONLY, and Logout. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search bar. The main content area shows a form with the following fields:

- Patient Account Number** (optional): A text input field containing the value "unknown".
- Patient's Relationship to Subscriber** (optional): A dropdown menu with "Self" selected.
- Claim Information**: A section header.
- Date Range**: A date range selector showing "05/16/2018" to "05/16/2018" with a calendar icon.
- Claim Number** (optional): A text input field.
- Claim Amount** (optional): A text input field containing the value "0".
- Institutional Bill Type** (optional): A text input field.
- Submit**: A button at the bottom of the form.

Demonstration (cont.)

The screenshot shows the Availity web application interface. At the top is a navigation bar with links for Home, Notifications (4), My Favorites, Help & Training, Michelle's Account, and Logout. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right of the secondary navigation bar.

The main content area is titled "Claim Status" with a "cs" icon. To the right of the title are buttons for "Give Feedback" and "New Request". Below the title, the transaction ID is displayed: "Transaction ID 423508004 As of August 9th 2018, 12:07 pm".

The subscriber information section shows "AVAILITY, SOPHIA Subscriber" with Patient ID ABC123456789, DOB 03/01/1961, Provider JAMES MATERNITY, and Provider ID 1234567893. A red circle with the number "6" is next to the provider information. To the right is a "PAYER LOGO" placeholder.

The claim details section shows "Claim 123456 (Processed 04/14/2012)" with a "Verify Eligibility Information" link. A summary box on the left indicates the claim is "FINALIZED" and processed on 04/14/2012, with billed and paid amounts. The main table shows the check number, date, patient account, billed amount (\$118.50), and paid amount (\$15.36). A "Dispute claim" link is also present.

The status section, dated 04/13/2012, lists three bullet points: "Finalized The Claim/Encounter has completed the adjudication cycle and no more action will be taken", "Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services)", and "Entity: Provider".

The bottom section shows the dates 04/03/2012 - 04/03/2012, billed amount of \$77.50, coinsurance of N/A, and paid amount of \$5.73. The procedure code is 82043 and the allowed amount is N/A.

Demonstration (cont.)

The screenshot displays the Availity web application interface. At the top, the navigation bar includes links for Home, Notifications (4), My Favorites, Help & Training, Michelle's Account, and Logout. Below this, a secondary navigation bar lists Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of the navigation bar.

The main content area is titled "Claim Status" and features a "Give Feedback" button and a "New Request" button. A modal window is open, displaying a success message: "Claim 325132500 successfully added to your workload". The modal includes a "Close" button and a "Go to Appeals" button. The modal text instructs the user to look for the request in their workload to complete and send it to the payer, and to review the status of appeals from the workload.

The modal also displays the following information:

- Claim: 325132500
- Status: Initiated

A red circle with the number 7 is visible next to the status.

In the background, the "Claim Status" page shows a list of claims. The first claim is for AVAILITY, SOPHIA S, with Patient ID ABC123456789 and DOB 03/01/1961. The claim is marked as "FINALIZED" and "Processed 04/14/2012". The billed amount is \$118.50 and the paid amount is \$15.36. The status is "Status as of 04/13/2012".

The background also shows a table with the following data:

Dates	Billed	Coinsurance	Paid
04/03/2012 - 04/03/2012	\$77.50	N/A	\$5.73

The table also includes a "Procedure Code" of 82043 and an "Allowed" amount of N/A.

Demonstration (cont.)

The screenshot displays the Availity web application interface. The top navigation bar includes links for Home, Notifications, My Favorites, Help & Training, and Debbie's Account. The main content area shows a list of claims under the heading 'PAYER LOGO'. The third claim is highlighted with a red circle containing the number 8 and a blue box. A tooltip for the highlighted claim shows 'Complete Dispute Request' and 'View details'.

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
000325132000	443289341 Payment Date: 02/08/2017	JOSE BONILLA DIAZ Patient Account Number: ---	11/28/2017 Service End Date: 11/28/2017	\$220.00 Payment Amount: \$121.01
135195431500	016082011700018 Payment Date: 08/19/2016	CHANEL MILES Patient Account Number: 3091526600J37003	05/06/2016 Service End Date: 05/06/2016	\$861.43 Payment Amount: \$0.00
325132500	016082011700018 Payment Date: 08/19/2016	CHANEL MILES Patient Account Number: 3091526600J37003	05/06/2016 Service End Date: 05/06/2016	\$0.00 Payment Amount: \$0.00
100025	08384-011943517	GEORGE MICHAEL BLUTHE	05/16/2017	\$77,487.64

Demonstration (cont.)

Complete Dispute Request Claim# [redacted]

This Amerigroup dispute was initiated on 02/14/2019

Request Reason
Select Reason [dropdown]

Please explain the supporting rationale for your request
[text area]

02/2000

☐ This issue has impacted claims for other members. Please re-evaluate claims on file.

☐ This issue has impacted additional claims for this member. Please re-evaluate claims on file.

Contact Information
Web [dropdown]

Upload Supporting Documentation
IMPORTANT: Individual file size can not exceed **50MB**. Supported file types include MS Word, MS Excel, .jpg, .pdf, .tif, .txt, and .csv.
NOTE: File names cannot contain spaces or special characters with the exception of "_" and "-".

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Cancel Submit Request

Left Sidebar (Claims List):

PAYER LOGO	Final	Claim Number	Per
[Logo]	44	000326132000	02
[Logo]	01	136196431600	08
[Logo]	01	325132500	08
[Logo]	08	100025	08

Right Sidebar (Claim Details):

Billed Amount	Payment Amount
\$220.00	\$121.01
\$851.43	\$0.00
\$851.43	\$0.00
\$77,487.64	

Demonstration (cont.)

Complete Dispute Request Claim# 12345678

This Amerigroup dispute was initiated on 03/07/2019

Request Reason
Claim Payment Issue

Please explain the supporting rationale for your request
Here is a detailed explanation of why I am disputing the amount paid on this claim.

☐ This issue has impacted claims for other members. Please re-evaluate claims on file.
☐ This issue has impacted additional claims for this member. Please re-evaluate claims on file.

Contact Information
Web

Upload Supporting Documentation
IMPORTANT: Individual file size can not exceed 50MB.
Supported file types include MS Word, MS Excel, .jpg, .pdf, .liff, .txt, and .csv.
NOTE: File names cannot contain spaces or special characters with the exception of "_" and "-".

Your request does not contain supporting documentation that may be needed for processing.

☐ I understand that by submitting this dispute without attachments it may delay processing.

[Add File](#)

[Cancel](#) [Submit Request](#)

Message if you 'Submit Request' without attaching a document

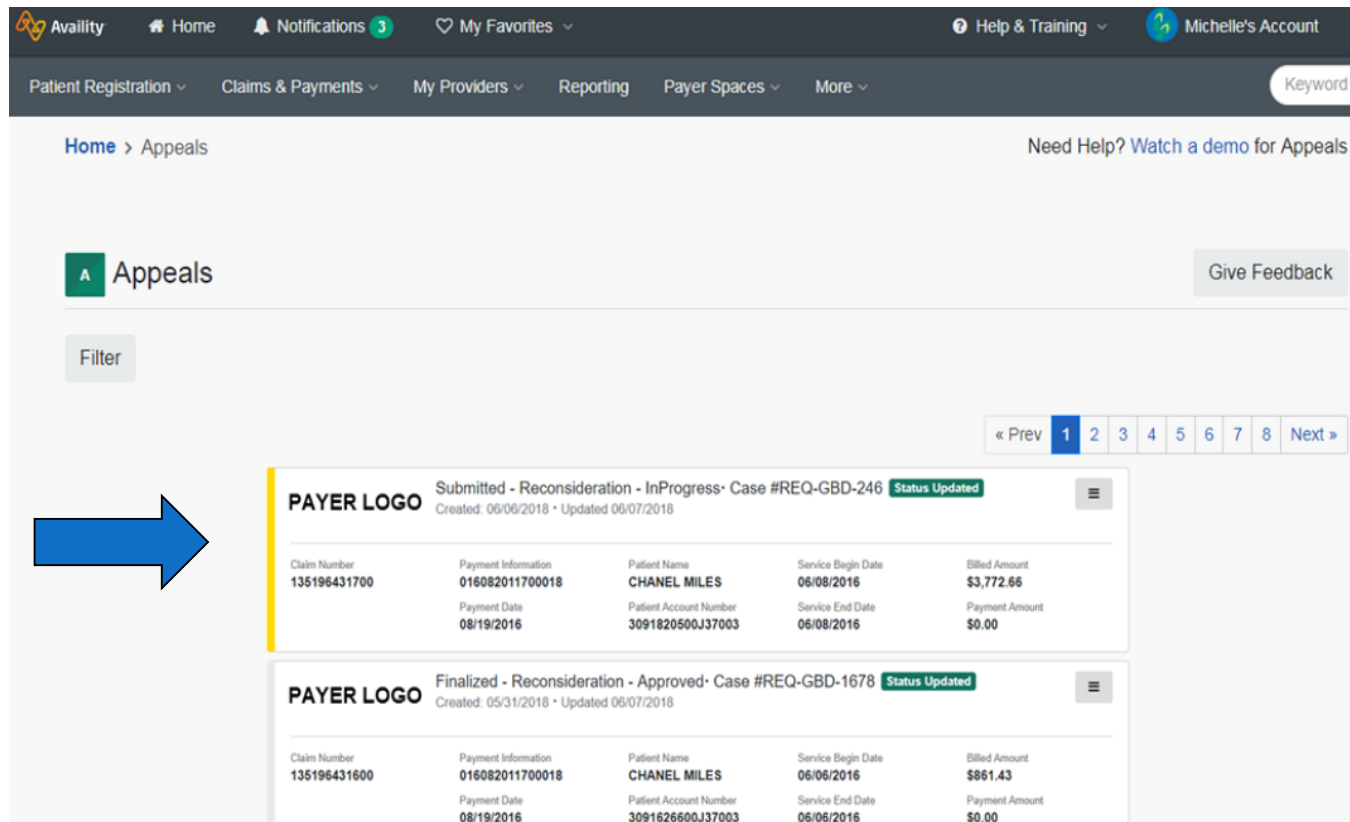
Demonstration (cont.)

The screenshot displays the Availity web application interface. At the top, there is a navigation bar with links for Home, Notifications, My Favorites, Help & Training, and Debbie's Account. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area shows a list of claims. A modal window is open in the center, displaying a green checkmark and the word "Success". The message inside the modal reads: "Your request was successfully sent to the payer and the current request status can be found in your worklist for processing. Please allow up to 30 business days." The modal has "Close" and "View Details" buttons. The background shows three claim entries, each with a "PAYER LOGO" header and a "Status Updated" badge. The first claim has a claim number of 000325132000. The second claim has a claim number of 135196431600. The third claim has a claim number of 325132500 and includes a table of payment information.

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
016082011700018		CHANEL MILES	06/06/2016	\$861.43
08/19/2016		3091626600J37003	06/06/2016	\$0.00

The third claim entry also includes a "Payment Amount" of \$0.00.

Demonstration (cont.)



The screenshot shows the Availity web application interface. The top navigation bar includes links for Home, Notifications (3), My Favorites, Help & Training, and Michelle's Account. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area is titled 'Home > Appeals' and includes a 'Need Help? Watch a demo for Appeals' link. A 'Give Feedback' button is also present. A 'Filter' button is located on the left. A pagination bar shows '« Prev 1 2 3 4 5 6 7 8 Next »'. Two appeal cases are displayed, each with a 'PAYER LOGO' and a 'Status Updated' badge. A blue arrow points to the first case.

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
135196431700	016082011700018	CHANEL MILES	06/08/2016	\$3,772.66
	08/19/2016	3091820500J37003	06/08/2016	\$0.00

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
135196431600	016082011700018	CHANEL MILES	06/06/2016	\$861.43
	08/19/2016	3091626600J37003	06/06/2016	\$0.00

Demonstration (cont.)

PAYER LOGO

INITIATED
Created: 01/10/2018 • Updated 01/30/2018

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
325132500	08384-011943517	Jose Bonilla Diaz	12/28/2017	\$50.00
	Payment Date	Policy Number	Service End Date	Payment Amount
	10/11/2017	126473467011	12/28/2017	\$50.00

PAYER LOGO

SUBMITTED - DISPUTE • Case #877364372443
Created: 05/18/2018 • Updated 05/31/2018

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
10009	78867587685	Budapest Hungary	05/12/2017	\$34428.65
	Payment Date	Policy Number	Service End Date	Payment Amount
	10/11/2017	12647346709	05/15/2017	\$34428.65

PAYER LOGO

Finalized - Reconsideration - Approved • Case #REQ-GBD-235 Status Updated
Created: 05/18/2018 • Updated 06/07/2018

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
10006	08384-011943517	Oslo Norway	05/15/2017	\$77,487.64
	Payment Date	Patient Account Number	Service End Date	Payment Amount
	10/11/2017	12647346706	05/15/2017	\$34,428.65

Demonstration (cont.)

The screenshot shows the Availity web application interface. The top navigation bar includes the Availity logo, Home, Notifications (3), My Favorites, Help & Training, and Michelle's Account. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area is titled 'Home > Appeals' and includes a 'Need Help? Watch a demo for Appeals' link. A 'Filter' button is present. The 'Appeals' section shows a list of cases. The first case is 'Submitted - Reconsideration - InProgress Case #REQ-GBD-23' with a 'View details' button. The second case is 'Submitted - Reconsideration - InProgress Case #REQ-GBD-246' with a 'Status Updated' badge. Both cases display a table of claim information.

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
325132500	08384-011943517	Jose Bonilla Diaz	12/28/2017	\$50.00
	Payment Date: 10/11/2017	Policy Number: 126473467011	Service End Date: 12/28/2017	Payment Amount: \$50.00

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
135196431700	016082011700018	CHANEL MILES	06/08/2016	\$3,772.65
	Payment Date: 08/19/2016	Patient Account Number: 3091820500J37003	Service End Date: 06/08/2016	Payment Amount: \$0.00

Demonstration (cont.)

The screenshot shows the Availity web application interface. The top navigation bar includes links for Home, Notifications (3), My Favorites, Help & Training, and Michelle's Account. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area is titled 'Home > Appeals' and includes a 'Need Help? Watch a demo for Appeals' link. A 'Filter' button is visible. The central focus is a case summary for 'Submitted - Reconsideration - InProgress- Case #REQ-GBD-250' with a 'Status Updated' badge. The summary includes a table with the following data:

Claim Number 325132500	Payment Information 016082011700018	Patient Name	Service Begin Date 06/06/2016	Billed Amount \$50.00
	Payment Date 10/11/2017	Patient Account Number 3091626600J37003	Service End Date 06/06/2016	Payment Amount \$0.00
Dispute Request Reason Claim Payment Issue	Tracking Id REQ-GBD-250	Other Claim Numbers	Subscriber ID 975246022	

Below the table, there is a 'Message to Payer' section stating 'payment incorrect'. At the bottom, there is an 'ATTACHMENTS' section.

Demonstration (cont.)

The screenshot displays the Anthem provider portal dashboard. The top navigation bar includes links for Availability, Notifications (4), My Favorites, Help & Training, Michelle's Account, DEMOONLY, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A keyword search bar is located on the right. The main content area is divided into several sections: Notification Center, Messaging, My Account Dashboard, and My Top Applications. The Notification Center shows three notifications, with the third one, 'An appeal request you submitted was finalized by the health plan', highlighted by a blue arrow. The Messaging section shows unread, pending, and recently resolved messages. The My Account Dashboard shows links for My Account, My Administrators, Maintain User, Add User, Maintain Organization, 'How To' Guide for Dental Providers, Enrollments Center, EDI Companion Guide, and FTP and EDI Connection Services. The My Top Applications section features four tiles: CS (Claim Status (New)), EB (Eligibility and Benefits Inquiry), Anthem BCBS Dental (Access Anthem Learning and), and EC (Enrollments Center). A banner at the bottom right reads 'Better patient payments for dental practices'.

Notification Center

- Don't let errors in your provider information stop patients from finding you.** 10/25/2018 2:08 am
Let us know whether your providers or locations have changed - or not. [Take Action](#)
- provider directory - We have not received your Q4 verified information. Please submit!** 10/22/2018 2:23 am
Quarterly submissions build trust with patients that your information is correct and reliable. [Take Action](#)
- An appeal request you submitted was finalized by the health plan** 10/3/2018 10:48 am
Review the details of the decision in your appeals queue. [View All](#)

Showing 3 of 4 [View All](#)

My Top Applications

- CS**
Claim Status (New)
- EB**
Eligibility and Benefits Inquiry
- Anthem BCBS Dental**
Access Anthem Learning and
- EC**
Enrollments Center

Messaging

- Unread
- Pending
- Recently Resolved

My Account Dashboard

- My Account
- My Administrators
- Maintain User
- Add User
- Maintain Organization
- 'How To' Guide for Dental Providers
- Enrollments Center
- EDI Companion Guide
- FTP and EDI Connection Services

Better patient payments for dental practices

Request another review

The screenshot shows the Availity web application interface. The top navigation bar includes links for Home, Notifications (3), My Favorites, Help & Training, and Michelle's Account. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area is titled 'Home > Appeals' and includes a 'Need Help? Watch a demo for Appeals' link. A 'Give Feedback' button is also present. A 'Filter' button is located below the 'Appeals' header. A pagination bar shows '1' as the active page, with links for 'Prev', '1', '2', '3', '4', '5', '6', '7', '8', and 'Next'. The main content area displays a case summary for 'Finalized - Reconsideration - Dismissed' with Case #REQ-ABC-1234. The summary includes the Payer Logo, Claim Number (000123456789), Patient Name (BLUE DAHLIA), Service Begin Date (12/31/2017), Billed Amount (\$365.00), Payment Date, Patient Account Number (98765), Service End Date (12/31/2017), and Payment Amount (\$17.29).

Availity Home Notifications 3 My Favorites Help & Training Michelle's Account

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword

Home > Appeals Need Help? Watch a demo for Appeals

^ Appeals Give Feedback

Filter

< Prev 1 2 3 4 5 6 7 8 Next >

PAYER LOGO Finalized - Reconsideration - Dismissed Case #REQ-ABC-1234
Created: 07/02/2018 • Updated 07/25/2018

Claim Number 000123456789	Payment Information	Patient Name BLUE DAHLIA	Service Begin Date 12/31/2017	Billed Amount \$365.00
	Payment Date	Patient Account Number 98765	Service End Date 12/31/2017	Payment Amount \$17.29

Request another review (cont.)

The screenshot shows the Availity web application interface. The top navigation bar includes links for Home, Notifications (3), My Favorites, Help & Training, and Michelle's Account. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area is titled 'Home > Appeals' and includes a 'Need Help? Watch a demo for Appeals' link. A 'Give Feedback' button is also present. A 'Filter' button is located below the 'Appeals' header. A pagination bar shows a sequence of numbers from 1 to 8, with '1' being the active page. The main content area displays a case summary for a 'Finalized - Reconsideration - Dismissed Case' created on 07/02/2018 and updated on 07/25/2018. The case details are organized into a table with five columns: Claim Number, Payment Information, Patient Name, Service Begin Date, and Billed Amount. The 'Request another review' button is highlighted with a blue box, and the 'View details' link is also visible.

PAYER LOGO Finalized - Reconsideration - Dismissed Case
Created: 07/02/2018 • Updated 07/25/2018

Claim Number 000123456789	Payment Information	Patient Name BLUE DAHLIA	Service Begin Date 12/31/2017	Billed Amount \$365.00
	Payment Date	Patient Account Number 98765	Service End Date 12/31/2017	Payment Amount \$17.29

[Request another review](#)
[View details](#)

Request another review (cont.)

The screenshot shows the Availity 'Complete Dispute Request' form. The left sidebar contains navigation links: Home, Appeals, and Filter. The main content area is titled 'Complete Dispute Request Claim#'. It includes a 'Request Reason' dropdown menu, a text area for 'Please explain the supporting rationale for your request', and two checkboxes for 'This issue has impacted claims for other members' and 'This issue has impacted additional claims for this member'. Below these are 'Contact Information' and 'Upload Supporting Documentation' sections. The 'Upload Supporting Documentation' section includes an 'Add File' button and a note about file size and types. The right sidebar shows a 'Michelle's Account' section with a 'Need Help? Watch a demo for Appeals' link and a 'Give Feedback' button. At the bottom, there are 'Cancel' and 'Submit Request' buttons.

Availity Home Notifications 3 My Profile

Patient Registration Claims & Payments My Provider

Home > Appeals

Appeals

Filter

PAYER LOGO Finalized - Re-evaluated
Created: 07/02/2019

Claim Number 000123456789 Payment Information
Payment Date

Complete Dispute Request Claim#

This Amerigroup dispute was initiated on 02/14/2019

Request Reason
Select Reason

Please explain the supporting rationale for your request

0/2000

☐ This issue has impacted claims for other members. Please re-evaluate claims on file.

☐ This issue has impacted additional claims for this member. Please re-evaluate claims on file.

Contact Information
Web

Upload Supporting Documentation

IMPORTANT: Individual file size can not exceed 50MB.
Supported file types include MS Word, MS Excel, .jpg, .pdf, .tiff, .txt, and .csv.
NOTE: File names cannot contain spaces or special characters with the exception of "_" and "-".

Add File

Cancel Submit Request

Help & Training Michelle's Account

Need Help? Watch a demo for Appeals

Give Feedback

« Prev 1 2 3 4 5 6 7 8 Next

C-1234

in Date Billed Amount
7 \$365.00

Date Payment Amount
7 \$17.29

Request another review (cont.)

The screenshot displays the Availity web portal interface. At the top, the navigation bar includes the Availity logo, Home, Notifications (3), My Favorites, Help & Training, and Michelle's Account. Below this, a secondary navigation bar lists Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area is titled 'Home > Appeals' and features a 'Filter' button. A central 'Success' message with a green checkmark icon states: 'Your request was successfully sent to the payer and the current request status can be found in your worklist for processing. Please allow up to **30 business days.**' Below this message, a table displays claim details. The table has columns for PAYER LOGO, Claim Number, Payment Info, Payment Date, Patient Account Number, Service End Date, Billed Amount, and Payment Amount. The first row shows a claim number of 000123456789, a payment date, patient account number 98765, service end date 12/31/2017, a billed amount of \$365.00, and a payment amount of \$17.29. A 'Close' button and a 'View Details' button are located next to the claim details. On the right side of the screen, there is a 'Give Feedback' button and a pagination control showing 'Prev 1 2 3 4 5 6 7 8 Next'.

PAYER LOGO	Claim Number	Payment Info	Payment Date	Patient Account Number	Service End Date	Billed Amount	Payment Amount
	000123456789			98765	12/31/2017	\$365.00	\$17.29

Filter disputes

The screenshot displays the Availity web application interface. The top navigation bar includes the Availity logo, Home, Notifications (2), My Favorites, Help & Training, and Marty's Account. The main navigation bar features tabs for Patient Registration (1), Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of the main navigation bar.

The main content area is divided into four columns:

- Claim Status & Payments:** Includes links for Claim Status Inquiry, Claim Status and Remittance Inquiry, Remittance Viewer, and Claim Reconciliation Tool.
- Claims:** Includes links for Professional Claim, Facility Claim, Medical Attachments, Secure Messaging (with a note: "This link has been moved to Payer Spaces/Resources."), and Attachments - New.
- Manage File Transfers:** Includes links for Send and Receive EDI Files, File Restore, EDI Reporting Preferences, and FTP and EDI Connection Services.
- Patient Payments:** Includes links for Collect Payment (with a note: "A newer version of this tool is coming soon."), Pre-Authorization Forms, Card on File (with a note: "A newer version of this tool is coming soon."), and Payments Administration (with a note: "A newer version of this tool is coming soon.>").

Below the main content area, there is a section for "My Top Applications" which includes a red circle with the number 2 next to the "Appeals" link. Below this, there are four large tiles: "Claim Status and Remittance Inquiry", "Appeals", "Professional Claim", and "Remittance Inquiry".

At the bottom right, there is a section titled "Do you work with electronic remittance advice (ERA) for reconciliation and posting?" with a "Take Our Survey Now" button.

Filter disputes (cont.)

Availity Home Notifications 3 My Favorites Help & Training Michelle's Account

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword

Home > Appeals Need Help? Watch a demo for Appeals

A Appeals Give Feedback

3 Filter

« Prev 1 2 3 4 5 6 7 8 Next »

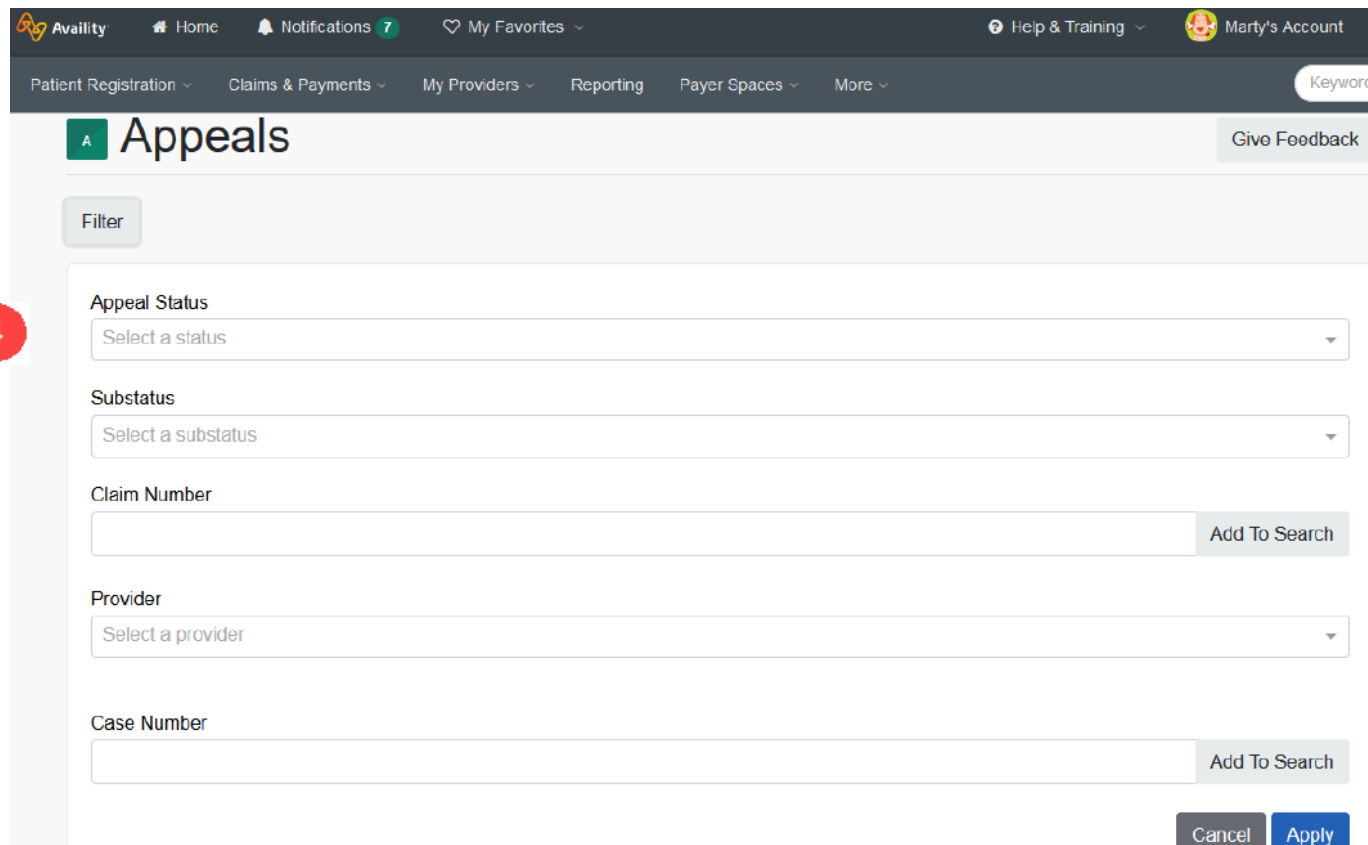
PAYER LOGO Submitted - Reconsideration - InProgress Case #REQ-GBD-246 Status Updated
Created: 06/06/2018 • Updated 06/07/2018

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
135196431700	016082011700018	CHANEL MILES	06/08/2016	\$3,772.66
	Payment Date	Patient Account Number	Service End Date	Payment Amount
	08/19/2016	3091820500J37003	06/08/2016	\$0.00

PAYER LOGO Finalized - Reconsideration - Approved Case #REQ-GBD-1678 Status Updated
Created: 05/31/2018 • Updated 06/07/2018

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
135196431600	016082011700018	CHANEL MILES	06/06/2016	\$861.43
	Payment Date	Patient Account Number	Service End Date	Payment Amount
	08/19/2016	3091626600J37003	06/06/2016	\$0.00

Filter disputes (cont.)



The screenshot shows the Availity web application interface for filtering appeals. The top navigation bar includes links for Home, Notifications (7), My Favorites, Help & Training, and Marty's Account. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area is titled 'Appeals' with a 'Give Feedback' link. A 'Filter' button is highlighted with a red circle containing the number 4. The filter section contains several input fields: 'Appeal Status' (dropdown menu), 'Substatus' (dropdown menu), 'Claim Number' (text input with an 'Add To Search' button), 'Provider' (dropdown menu), and 'Case Number' (text input with an 'Add To Search' button). At the bottom right of the filter section are 'Cancel' and 'Apply' buttons.

Filter disputes (cont.)

Availity Home Notifications 7 My Favorites Help & Training Marty's Account

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keywon

A Appeals Give Feedback

Filter

Appeal Status

Select a status

- Initiated
- Submitted
- Finalized

Add To Search

Provider

Select a provider

Case Number

Add To Search

Cancel Apply

Filter disputes (cont.)

Availity Home Notifications 7 My Favorites Help & Training Marty's Account

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keywo

Filter

Appeal Status
Select a status

Substatus
Select a substatus
Cancelled
Completed
Dismissed
In Progress
Need Additional Info

Case Number
Add To Search

STATUS: INITIATED SUBSTATUS: IN PROGRESS PROVIDER: AVAILITY TEST ORG

Cancel Apply

Filter disputes (cont.)

The screenshot shows the Availity web application interface. The top navigation bar includes links for Home, Notifications (3), My Favorites, Help & Training, and Michelle's Account. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar labeled 'Keyword' is on the right.

The main content area is titled 'Home > Appeals'. A 'Need Help? Watch a demo for Appeals' link is present. Below the title is a 'Give Feedback' button. A 'Filter' button is also visible.

Applied Filters: **STATUS: INITIATED** Clear All

Navigation: « Prev 1 2 Next »

PAYER LOGO		Initiated		
		Created: 09/28/2018 • Updated 09/28/2018		
Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
000123456789	011234567890123	POLLY PEONY	09/07/2018	\$1,401.00
	Payment Date	Patient Account Number	Service End Date	Payment Amount
	09/21/2018	01X87654321-2	09/07/2018	0

The table shows details for a dispute initiated on 09/28/2018. The patient is POLLY PEONY, and the billed amount is \$1,401.00. The payment amount is 0.

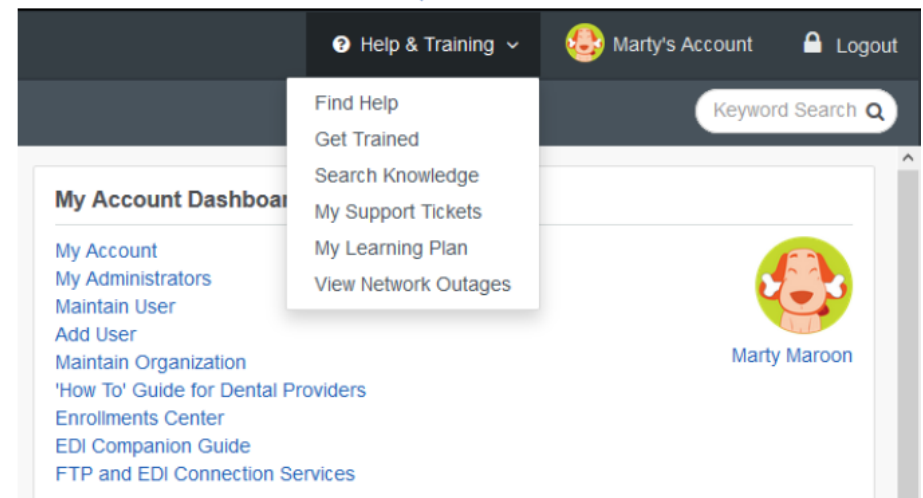
Help & Training

Select **Help & Training** and then select an option:

- Find Help
- Get Trained
- Search Knowledge
- My Support Tickets
- My Learning Plan
- View Network Outages

New to Availity? Select [**Help & Training > My Learning Plan**] to plot a custom learning journey. Check out onboarding programs for new administrators and new users.

PARITAL EXAMPLE
OF HOME PAGE



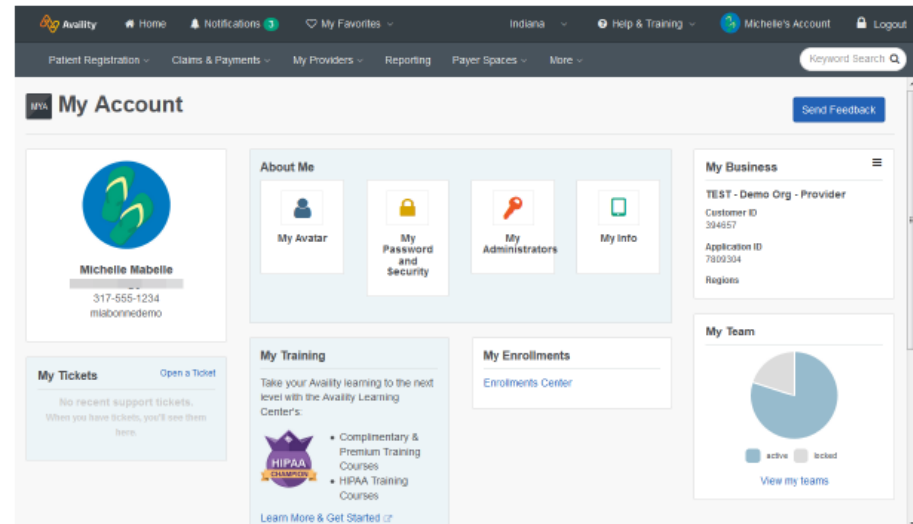
My Account page

My Account page is all about the user and the organization. Use it to:

- Change the avatar.
- Update user information.
- Find organization administrator information.
- Manage support tickets.
- Set up a learning plan.
- Check claim status
- Follow up.

Organization administrators can also manage business and team information.

PARITAL EXAMPLE OF
MY ACCOUNT
DASHBOARD



Secure provider message through the Availity *New Claim Status* application

The screenshot shows the Availity web application interface. At the top is a navigation bar with links for Home, Notifications (2), My Favorites, Help & Training, and Michelle's Account. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar labeled 'Keyword' is on the right. The main content area is titled 'Claim Status' with a 'cs' icon. It includes buttons for 'Give Feedback', 'New Request', and 'Actions'. A dropdown menu for 'Actions' lists 'Edit', 'Secure Messaging', 'Print', and 'Remittance Viewer'. The main content displays information for SUNFLOWER, SARA, a Subscriber, with Patient ID ABC123D45678, DOB 01/01/1970, Provider LMN Group, and Provider ID 1234567890. A transaction ID 11511207 is also shown. Below this, a claim summary for 12345JK6789 is shown, processed on 11/13/2018, with a status of FINALIZED. It includes a table with columns for Check Number, Check Date, Claim Receipt Date, Patient Account #, Billed, and Paid. The Billed amount is \$1,500.00 and the Paid amount is \$100.00. A 'Dispute claim' link is also present.

Claim Status

Transaction ID 11511207 As of

SUNFLOWER, SARA Subscriber

Patient ID ABC123D45678 **Provider** LMN Group
DOB 01/01/1970 **Provider ID** 1234567890

12345JK6789
01/13/2018 - 01/13/2018
FINALIZED
Processed 11/11/2018
Billed \$1,500.00
Paid \$100.00

Claim 12345JK6789 (Processed 11/13/2018) [Verify Eligibility Information](#)

Check Number	9676543210	Billed	\$1,500.00
Check Date	12/20/2018	Paid	\$100.00
Claim Receipt Date¹	11/12/2018		
Patient Account #	UNKNOWN		

Status as of 11/13/2018

- Finalized/Payment The Claim/Line has been paid
- Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services)

[Dispute claim](#)

Secure provider message through the *Availity New Claim Status* application (cont.)

Disclaimer

You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity.

By clicking "Accept" below, you confirm that you acknowledge and accept the foregoing Terms of use.

Cancel

Accept

Secure provider message through the Availity *New Claim Status* application (cont.)

Previous Messages for Claim # 18293HJ5211

No previous secure messages have been submitted for this claim.

[Send/Compose](#)

I have a question about this medical claim.

* Denotes a Required Field

Member ID:

Patient Name:

Patient Account Number: UNKNOWN

Claim Number:

Date of Service: 01/16/2018

Provider NPI:

Provider Name: AVAILITY TEST ORG

Total Charge Amount: 150

Detailed Question:

Message: *

- Why is this claim denied?
- Why is this claim pending?
- What additional information is needed for this claim?
- This claim has been overpaid.
- I need to file an accident date for this claim.
- I need to file a diagnosis change for this claim.

IMPORTANT UPDATE:

From the Detailed Question menu, "This claim has been underpaid" option has been removed.

Please return to the Claim Status Inquiry screen and select the "Dispute this claim" link to submit the reconsideration.

FAQ

How many times can you dispute the same claim?

You can dispute the same claim twice through the Availity Portal. You can 'resubmit the dispute' only when it's in the finalized state.

Is a paper form still needed since the dispute is completed online?

No.

Can a provider forward/assign an appeal to another person in their office to complete the process?

Not yet, but eventually there will be user assignment.

Does the Appeal worklist contain all disputes from anyone in the providers office, or can users see only the ones they submitted?

The worklist displays disputes created for an ORG that the user is tied to. The disputes in the list are not specific to the logged in user.

If I submitted a dispute without documentation, can I submit the attachments later?

No. You will have to wait for that dispute to be finalized and then resubmit with the documentation.

FAQ

Will finalized reconsiderations appear in the worklist if they were sent prior to receiving access to the new appeals application?

That feature is not available at this time. In a future release you might be able to see appeals that were submitted through other channels.

Regarding the ability to add up to four claims to a dispute, do they need to be for the same client or can they be multiple clients?

The additional claims must be for the same member for the same dispute reason.

How will I know when the Availity Appeals application is available in my region (state)?

When the application becomes available in your state, Availity will post a message in the News and Announcements section of the Home page.

Can we use this application to submit a corrected claim?

No. But if a corrected claim denies as a duplicate, then you may submit a claim dispute.

Resources

Question

There's so much to remember and explore. How can I learn more information?

Answer

Don't be afraid to explore and click buttons and links—you can't break anything and its all at no cost to you—and of course, use Availity Help!

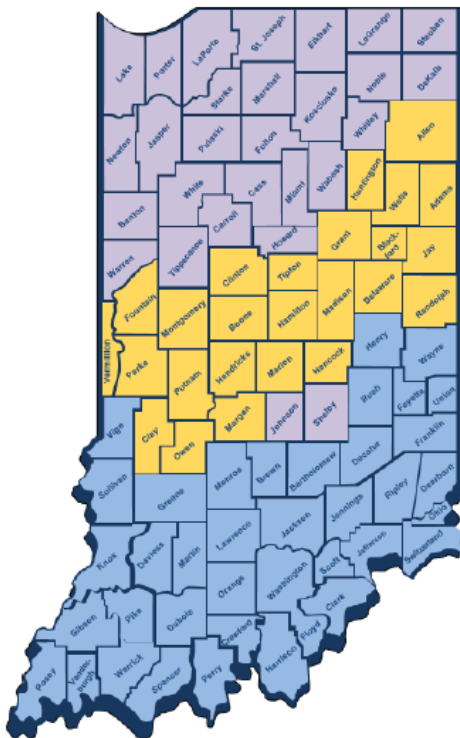
Click **Help & Training | Find Help**. Availity Help displays in a separate window or tab. Under **Contents**, click **Overpayments and Appeals**, or search by keyword such as **Appeals**.

Click **Help & Training | Get Trained**. The Availity Learning Center (ALC) Portal products learning center opens in a separate window or tab.

Click your account name and then **Open a Ticket or Live Chat** to send an issue our way to Availity Client Services (ACS).

Contact information

Behavioral Health

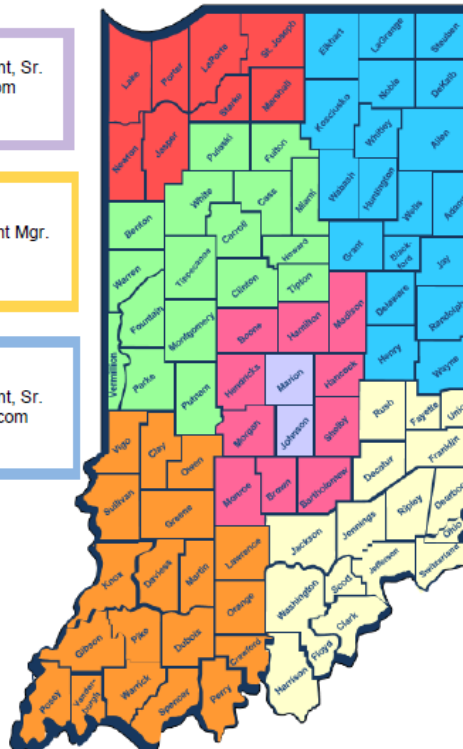


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Thank you

www.anthem.com/inmedicaiddoc

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AINPEC-2314-19 [September 2019]



Anthem Blue Cross and Blue Shield
Serving Hoosier Healthwise, Healthy Indiana Plan
and Hoosier Care Connect

Session Survey - Tuesday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.

<https://tinyurl.com/fssa1085>



Session Survey - Wednesday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.

<https://tinyurl.com/fssa1086>



Session Survey - Thursday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.

<https://tinyurl.com/fssa1037>

